

Washington Public Mental Health System

Benefits Booklet

For People Enrolled in Medicaid



Mental Health Division's Office of Consumer Affairs

Call 1-800-446-0259

DSHS/Mental Health Division • PO Box 45320 • Olympia WA 98504-5320

TABLE OF CONTENTS

Important Numbers.....	page 2
Information About Services.....	page 4
Grievances and Appeals	page 8
Enrollee Rights.....	page 12
Mental Health Advanced Directives	page 13
Medical Care.....	page 14
EPSDT Rights for Children.....	page 14
Provider Listing by RSN.....	page 16

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- 備有此福利待遇手冊的中文譯本,並有口譯服務,可依您的需要提供。電話號碼如下。
- 본 의료혜택 안내서는 한국어로도 입수하실 수 있습니다. 통역 서비스는 요청하실 경우에만 제공됩니다. 아래 전화번호로 전화하십시오.
- ອ່າວຂໍ້ມູນທີ່ຢູ່ໃນປຶ້ມນີ້ມີນ້ອຍເລື່ອງຜິດກໍາໄລການຊ່ອຍເຫຼືອຕ່າງໆນັ້ນ ແມ່ນມີເປັນພາສາລາວ ແລະ ນາຍພາສາກໍມີໃຫ້ຕາມທີ່ຮ້ອງຂໍເອົາ. ໃຫ້ໂທຫາຕາມເລກຢູ່ລຸ່ມນີ້.
- Информация, содержащаяся в данной брошюре о льготах, доступна на русском языке. По запросу также предоставляются услуги устного переводчика. Позвоните по указанному ниже номеру телефона.
- La información contenida en este manual de beneficios se encuentra disponible en español y los servicios de interpretación están disponibles a pedido. Llame al número que aparece a continuación.
- Những chi tiết về quyền lợi trong tập sách này đã được dịch qua tiếng Việt và dịch vụ thông dịch sẽ được cung cấp khi có yêu cầu. Xin gọi số điện thoại ghi bên dưới.

Mental Health Division's Office of Consumer Affairs
Call 1-800-446-0259

September, 2006

Dear Medicaid Recipient,

Children and adults enrolled in Medicaid may be eligible for mental health services as well as medical coverage. This benefits booklet will help answer many questions about these services including:

- How to get mental health services and what to do in an emergency.
- What benefits are available under the Medicaid Mental Health Program.
- How to get information about your Medicaid Mental Health benefits.
- What your rights are.
- How you and your family members can be involved in helping us provide better services.
- Information about medical care.

The Mental Health Division

Health and Recovery Services Administration



IMPORTANT NUMBERS

If there is a life-threatening emergency, please call **9-1-1**.

24-Hour Mental Health Crisis Line Phone Numbers by County:

Adams	(collect) (Othello) 509-488-5611 (Ritzville) 509-659-HELP
Asotin	1-888-475-5665
Benton-Franklin	1-800-548-8761
Chelan	1-800-852-2923
Clallam	Non-Business hours: 360-374-6271 East 360-452-4500 West 360-374-5011
Clark	1-800-626-8137
Columbia	866-382-1164
Cowlitz	1-800-803-8833
Douglas	1-800-852-2923
Ferry	1-866-268-5105
Garfield	888-475-5665
Grant	(collect) 509-765-1717 1-877-467-4303
Grays Harbor	1-800-685-6556
Island	1-800-584-3578
Jefferson	360-479-3033 Non-Business hours: 360-374-6271 East 360-385-0321 or 1-800-659-0321 West 360-374-5011
King	1-866-427-4747
Kitsap	Non-Business hours: 360-374-6271 360-405-4010 or 800-843-4793
Kittitas	509-925-9861
Klickitat	509-733-5801 or 1-800-572-8122
Lewis	1-800-559-6696
Lincoln	1-800-767-6081
Mason	1-800-627-2211

Okanogan.....	1-866-826-6191
Pacific.....	1-800-884-2298
Pend Oreille.....	1-866-847-8540
Pierce	1-800-576-7764
San Juan	1-800-584-3578
Skagit	1-800-584-3578
Skamania.....	509-427-3850
Snohomish.....	1-800-584-3578
Spokane	1-877-678-4428 or 509-838-4428
Stevens.....	1-888-380-6823
Thurston	1-800-627-2211 or 360-586-2800
Wahkiakum.....	1-800-635-5989
Walla Walla.....	509-522-4278
Whatcom	1-800-584-3578
Whitman	1-866-871-6385
Yakima	509-575-4084 or 1- 800-572-8122
Yakima Children	509-576-0934 or 1-800-671-5437

OTHER RESOURCES

Medical Care:

1-800-562-3022 or

<http://fortress.wa.gov/dshs/maa/HealthyOptions/index.html>

Alcohol or Substance Abuse:

1-877-301-4557 or

<http://www1.dshs.wa.gov/dasa/>

Aging and Disabilities Services:

1-800-422-3263 or

<http://www.aasa.dshs.wa.gov>

Medicaid Transportation Information:

1-800-562-3022

Who Is Eligible For Public Mental Health Services?

People who receive a Medicaid card are eligible for medically necessary mental health services at no cost to themselves.

What does Medically Necessary or Medical Necessity mean?

A Medicaid recipient must be determined to have a mental illness covered by Washington State for public mental health services. The individual's impairment(s) and corresponding need(s) must be the result of a mental illness. The intervention is deemed to be reasonably necessary to improve, stabilize or prevent deterioration of functioning resulting from the presence of a mental illness. The individual is expected to benefit from the intervention. No other formal or informal system or support can address the individual's unmet need.

Who Provides Services?

The Washington State public mental health system has thirteen Regional Support Networks (RSNs). Each RSN is made up of one or more counties. Medicaid recipients are automatically enrolled in a local mental health care plan managed by a RSN. RSNs coordinate mental health services offered within their service area by contracting with community mental health agencies. Except for Crisis Services, all mental health services must be authorized by the RSN in your area. You may only go to an RSN contracted agency for covered services. A list of authorized agencies begins on page 15. You may be responsible for costs if you receive mental health services through other providers. Check the list below to find out which RSN serves your community.



Regional Support Network	Counties Served
Chelan-Douglas RSN	Chelan, Douglas
Clark County RSN	Clark
Grays Harbor RSN	Grays Harbor
Greater Columbia RSN	Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Klickitat, Skamania, Walla Walla, Whitman, Yakima
King County RSN	King
North Central WA RSN	Adams, Grant, Okanogan, Ferry, Lincoln, Pend Oreille, Stevens
North Sound RSN	Island, San Juan, Skagit, Snohomish, Whatcom
Peninsula RSN	Clallam, Jefferson, Kitsap
Pierce County RSN	Pierce
Southwest RSN	Cowlitz
Spokane County RSN	Spokane
Thurston-Mason RSN	Mason, Thurston
Timberlands RSN	Lewis, Pacific, Wahkiakum

What Services Are Available?

Medically necessary mental health services are available to Medicaid Enrollees. If you need mental health services, an individual treatment plan will be developed with you. The plan will be developed according to your individual strengths and needs and it will take into consideration your age and culture. Your mental health care provider will work with you to decide which services listed below will part of your individual treatment plan.

- Brief Intervention Treatment
- Crisis Services
- Day Support
- Family Treatment
- Evaluation and Treatment / Community Hospitalization
- Group Treatment Services
- High Intensity Treatment

- Individual Treatment Services
- Intake Evaluation
- Medication Management
- Medication Monitoring
- Mental Health Services provided in Residential Settings
- Peer Support
- Psychological Assessment
- Rehabilitation Case Management
- Special Population Evaluation
- Stabilization Services
- Therapeutic Psychoeducation
- Respite Care
- Supported Employment
- Mental Health Clubhouse

For more detailed information, please call the RSN in your community.

The RSN will provide easily understood information on mental health and applying for services. If necessary, the information will be provided in languages other than English.

Some community mental health agencies have staff members who speak languages besides English. (There is more information on the page that lists your RSN.) If you or someone you know needs information or services in another language, you RSN must provide language assistance at no cost to you. The assistance may be provided either orally or in writing.

Your mental health care provider may also help you connect with other services such as housing, healthcare, and employment.

May I Choose My Mental Health Care Provider?

You may choose a mental health care provider at the agency where you receive services. If you don't choose a mental health care provider, one will be assigned to you. You have the right to change mental health care providers during the first 30 days. You can also ask for a change once a year without a reason. If you request a second change in providers within the year you must have a reason. The agency will review your request and make a decision about whether or not you can change providers again.

How Can I Get Mental Health Services?

If you think that you need mental health services, you can call or go to your RSN or to an authorized agency in the community where you live to schedule an appointment for an intake evaluation. The intake evaluation is used to decide what mental health services you may need. The RSN will use this to make a decision about what services to authorize for you. For more information call the toll-free or local telephone numbers listed with other RSN information, starting on page 8.

What If I Need To Be In a Hospital For Mental Health Care?

If you think you may need to be admitted to a hospital for mental health treatment, contact your mental health care provider or the crisis line immediately. Mental Health treatment in a hospital is a covered service for Medicaid enrollees. Hospital care must be approved in advance by the RSN or you may be billed for the services.

What If I Get A Bill?

You should not receive a bill for services that are covered by Medicaid. If you get a bill, contact the billing office of the agency that sent you the bill. Tell them you are covered by Medicaid and ask for an explanation of the bill. If this does not fix the problem you can contact your mental health care provider, your RSN or the Ombuds for more help.

What Can I Do If I Am Not Satisfied With My Services?

- You can file a Grievance about your dissatisfaction.
- You can file an Appeal if you receive a written Notice of Action from your RSN.



The following information explains your rights and how to file a Grievance, Appeal or request an Administrative (“Fair”) Hearing if you are unhappy or unsatisfied with your services.

Who can help me with Grievances, Appeals or Fair Hearings?

Each RSN has an Ombuds Service that can assist you with grievances, appeals, and the state fair hearing process. The Ombuds help enrollees resolve concerns about mental health services. The Ombuds Service phone numbers are listed for each RSN in this booklet. A community mental health agency can also help you contact the Ombuds.

How do I file a Grievance?

Here are the steps in the grievance process:

1. To start a Grievance, contact the Community Mental Health Agency (“CMHA”) where you receive services or the RSN in your community.
2. You may request assistance with your Grievance from your RSN’s Ombuds service. Interpreter and TTY/TTD services are available to help you, if needed. You may also receive help from other individuals of your choice.
3. You may start a Grievance with a telephone call or in writing. If you choose to start with a telephone call, you must also send a letter within seven days. Please include in your letter your name, how to best contact you, the nature of your grievance, what you are requesting as a resolution for your Grievance, and your signature.
4. When a CMHA or RSN receives the Grievance, they will acknowledge receipt of the Grievance either orally or in writing within one working day. If notification is made orally, it must be followed-up in writing within five working days.
5. Your Grievance will first be considered by people at your CMHA who have not been previously involved with the issue of concern in your Grievance. If your Grievance is about mental health treatment issues a qualified mental health care professional will review the grievance.
6. If you started your grievance at your CMHA, the CMHA will make a decision about your Grievance within 30 calendar days from the day you started your Grievance.
7. You will receive a written statement of the decisions about your Grievance.

8. If you are not satisfied with the decision made by the CMHA about your Grievance, you may ask for additional consideration of your Grievance from the RSN but you must do so within 5 calendar days from your receipt of your CMHA's decision.
9. Your RSN will make a decision about your Grievance within 30 calendar days from the day you started your Grievance if you filed your Grievance directly with the RSN. If you started your Grievance with your CMHA first the RSN will make a decision within 60 days from the day you started your Grievance. You may request an additional 14 calendar days for the RSN to respond if you believe it is in your best interest to request this extension. Or, in some instances, the RSN may request up to 14 additional days to make its decision if it needs additional information and the delay is in your best interest. You will be notified of the reason for the delay.
10. You will receive a written statement of the RSN's decision about your Grievance.
11. If you do not receive a decision about your Grievance within the timeframes outlined above, or you disagree with the decision you receive, you may file a request for a Fair Hearing.

When Can I Appeal?

Whenever you get a Notice of Action from the RSN, you may file an appeal requesting that the RSN review the action. An Appeal is a request that the RSN review an Action. If an Action occurs you will get a written Notice of Action.

What Is An Action?

An Action is a denial, suspension, reduction, or termination of your services as defined below:

Denial: The decision not to offer an intake is a denial. The decision by the RSN not to authorize Medicaid mental health services that are requested for you by a CMHA is a denial.

A **Suspension, Reduction or Termination** occurs when an RSN makes a decision to change your authorized mental health services to less than originally authorized.

What Kind Of Decision Is Not An Action?

- Any decision other than denial, reduction, suspension or termination of services is not an “Action”. Actions come only from the RSN. Examples of decisions that are not an Action include but aren't limited to:
- A decision made by a Mental Health Professional not to request an authorization for ongoing mental health services after an intake.
- A decision, made as part of the treatment planning process, with your mental health care provider that is within your authorized benefit.

Decisions that are not Actions cannot be appealed but you may file a Grievance or request a second opinion from the RSN.

How Do I File An Appeal?

1. To start an Appeal, contact the RSN that sent you the Notice of Action. The Appeal must be requested within 20 days of receiving the Notice of Action or the intended effective date of the Action – whichever is later.

If your Appeal is regarding services you are already receiving and you wish to continue them during the Appeal you must request an Appeal within 10 days of when the RSN mailed the Notice of Action or the intended effective date of the Action – whichever is later.

2. If you need assistance with your Appeal the local mental health Ombuds service from your RSN can help you. Interpreter and TTY/TTD services are available to help you, at no cost. You may also receive help from your community mental health agency or anyone else you choose.
3. You may start an Appeal with a phone call or in writing. Please include your name, how to reach you, the reason for the Appeal, any information you wish to submit to support your request, and sign your request.
4. You may request a faster Appeal process if you or your mental health care provider believes that a longer time for resolution would put your ability to maintain or regain maximum functioning at risk. If you require a faster Appeal process your RSN will make a decision about your Appeal within 3 working days. If the RSN takes additional time, you will be notified of the reason for the delay.

5. When the RSN receives the request for Appeal, they will acknowledge receipt of the appeal, either orally or in writing within one working day. If notification is made orally, it must be followed-up in writing within five working days.
 6. During the Appeal process, you and anyone you give permission to can look at your mental health records to help for the Appeal.
 7. Your Appeal will be reviewed by someone who has the proper training and has not been previously involved with making decisions about your treatment.
 8. While your Appeal is under consideration, you may request to continue your services, if:
 - The Appeal is filed within 10 days of when the RSN mailed the Notice of Action or the intended effective date of the Action – whichever is later.
 - The services are covered Medicaid mental health services
 - The Appeal involves the reduction, suspension, or termination of services that the community mental health agency states you need.
 - The current authorization for Medicaid mental health services has not expired.
- IMPORTANT:** If the Appeal decision is not your favor, you may have to pay for the services you received during the Appeal.
9. Unless you request a faster Appeal process, your RSN will make a decision about your Appeal within 45 days from the day you started your Appeal. You will be notified of the reason for the delay. Or, in some instances, the RSN may request up to 14 additional days to make its decision if it needs additional information and the delay is in your best interest. You will be notified of the reason for the delay.
 10. The RSN will send you a written Appeal decision.

What Is A Fair Hearing?

If you not satisfied with the outcome of your Appeal to the RSN, you may ask for additional consideration from the state Office of Administrative Hearings (OAH) within 90 days of the original date you requested an Appeal from the RSN. The OAH is not part of the Department of Social and Health Services (DSHS), the Mental Health Division (MHD) or an RSN. You may have an Ombuds represent or assist you with the hearing at no cost. You may also hire your own lawyer or anyone else to represent you,

but you will have to pay for the cost. The OAH decision about your appeal must be carried out by the MHD, the RSN, and your CMHA.

Note: In some situations, an enrollee may request a Fair Hearing before filing an Appeal with a RSN. This is allowed when there has been an alleged violation of state rules. Examples include the failure of a RSN to authorize services in a timely manner or to process an Appeal according to the required timelines. You may call the OAH or your Ombuds if you think you qualify for a Fair Hearing.

If you want to ask the Office of Administrative Hearings to review your Appeal, send your request to:

Office of Administrative Hearings
P.O. Box 42489, Olympia, WA 98504
The toll-free telephone number is: 1-800-583-8271.

Your case will be assigned to the OAH location closest to your home. If an in-person hearing is needed, it will be held in a location close to you.

What are My Rights as a Person Receiving Public Mental Health Services in the community?

- To be treated with respect and dignity
- To have your privacy protected
- To help develop a plan of care with services to meet your needs
- To participate in decisions regarding your mental health care
- To receive services in a barrier-free location (accessible)
- To request information about names, location, phones, and languages for local agencies
- The right to receive the amount and duration of services you need
- To request information about the structure and operation of the RSN
- The right to services within 2 hours for emergent care and 24 hours for urgent care
- To be free from use of seclusion or restraints
- To receive age and culturally appropriate services
- To be provided a certified interpreter and translated material at no cost to you
- To understand available treatment options and alternatives
- To refuse any proposed treatment

- To receive care that does not discriminate against you (e.g. age, race, type of illness)
- To be free of any sexual exploitation or harassment
- To receive an explanation of all medications prescribed and possible side effects
- To make an advance directive, which states your choices and preferences for mental health care
- To receive quality services that are medically necessary
- To have a second opinion from a mental health professional
- To file a grievance with your agency or RSN
- To file a RSN appeal based on a RSN written Notice of Action
- To choose a mental health care provider or choose one for your child who is under thirteen years of age
- To change mental health care providers during the first 30 days, and sometimes more often
- To file a request for an administrative (fair) hearing
- To request and receive copy of your medical records and ask for changes
- Be free from retaliation

You may want to ask your mental health care provider for more information about your rights. You have the right to request policies and procedures of the RSN and CMHAs as they pertain to your rights.

What Is A Mental Health Advance Directive?

A mental health advance directive is a written document that describes what you want to happen if you become incapacitated by mental illness and your judgment is impaired or if you are unable to communicate effectively. It tells your provider, the CMHA, the RSN and others about what treatment you want or don't want, and it can identify a person to whom you have given the authority to make decisions on your behalf.

How Do I Complete A Mental Health Advance Directive?

A model "fill-in-the-blanks" form is available on the Mental Health Division web site: <http://www1.dshs.wa.gov/mentalhealth>. Your community mental health provider or your Ombuds may also have copies of the form.

ACCESSING MEDICAL CARE

How can I access medical care that is covered by Medicaid?

Your Medicaid ID card will have information on it that about what kind of plan you have either managed care or Fee for Service (FFS). If you are Medicaid FFS you can go to any doctor who is contracted with DSHS. Contact the doctor to see if they are a Medicaid provider before making an appointment.

To find a doctor or clinic in your area, you may call this toll-free number: 1-800-562-3022.

If you are enrolled in managed care under Healthy Options/State Children's Health Insurance Program (HO/SCHIP) you can call one of the plans listed directly below and request care.

If you need more help or information you can go to the Healthy Options website <http://fortress.wa.gov/dshs/maa/HealthyOptions/index.html> or you can call 1-800-562-3022 and speak to someone about the medical plans available in your community.

The following medical plans provide Managed Health Care to those who receive Medicaid.

Plan Name	Toll-Free Numbers
Columbia United Providers	1-800-315-7862
Community Health Plan of WA	1-800-440-1561
Group Health Cooperative	1-888-901-4636
Kaiser Permanente Health Plan	1-800-813-2000
Molina Healthcare of Washington, Inc.	1-800-869-7165
Regence BlueShield/Asuris Northwest Health	1-800-669-8791 (Regence) 1-866-240-9560 (Asuris)

EPSDT RIGHTS FOR CHILDREN

Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) is a health program for children with Medicaid coverage, including foster children. With EPSDT, children can get a regular checkup. If your child needs to get medical care for a problem that is found during the checkup, Medicaid will also pay for the follow-up care. Every child birth and up to 21 years of age has Medicaid coverage to get regular health checkups.

When should children get a checkup?

Children should receive their first exam soon after the child is eligible for Medicaid. After the first exam, Children two to six years old should get a checkup once a year. Children age seven through 20 should get a check up every other year. For children under age two, consult with your primary care provider about how often to get a check up. Medicaid will also cover a dental checkup for children twice a year.

What if I need transportation for medical care?

In many cases Medicaid will pay for transportation to health related services. If you need help finding transportation call this toll-free number: 1-800-562-3022.

What if my child or I need a Dentist?

Limited dental coverage is available to Medicaid enrollees. To find a dentist, call the local dental society in your area. It will be listed in your yellow pages under “Dentist Referral” or call the number above.

Member Satisfaction Survey

Once a year, the Mental Health Division does a survey to see how you or your family member feel about the services you received. You do not have to take part in the survey. If you are contacted please take the time to respond. Your voice is the best way to improve the system.



RSNs AND MENTAL HEALTH SERVICE PROVIDERS BY REGION

This information is subject to change and is updated on the MHD website on a monthly basis. <http://www1.dshs.wa.gov/mentalhealth/rsnmap.shtml>

Chelan-Douglas Regional Support Network

Serving Chelan and Douglas Counties

636 North Valley Mall Parkway, Suite 200

East Wenatchee, WA 98802-4875

Web: <http://www.cdrrsn.org>

Public Phone: 509-886-6318 or Toll Free 1-877-563-3678

Ombuds Services: 1-800-495-5178 or 360-397-8470

24-Hour Crisis Line: 1-800-852-2923

Authorized Community Mental Health Agencies

Catholic Family & Child Services: 509-662-6761

23 S. Wenatchee Avenue, Suite #320, Wenatchee, WA 98801-2263

Alternative languages available: Spanish

Children's Home Society: 509-663-0034

1014 Walla Walla Avenue, Wenatchee, WA 98801-1523

Alternative languages available: Spanish

Columbia Valley Community Health/Behavior Health Services – Adults:

509-662-7195 or Toll Free 888-424-6124

701 N. Miller Street, Wenatchee, WA 98801-2086

Columbia Valley Community Health/Behavior Health Services – Children:

509-662-4296

504 Orondo St., Wenatchee, WA 98801

Clark County Regional Support Network

Serving Clark County

PO Box 5000

Vancouver, WA 98666-5000

CCRSN Web: www.clark.wa.gov/mental-health

Public Phone: 360-397-2130 or Toll Free 1-800-410-1910

Ombuds Services: 360-833-1846 or 360-397-8470

Ombuds Services Toll Free: 1-866-666-5070

24-Hour Crisis Line: 1-800-626-8137

Authorized Community Mental Health Agencies

Catholic Community Services: 360-567-2211

9300 NE Oak View Dr. #B, 2nd floor, Vancouver, WA 98662

Alternative languages available: French, Russian and Spanish

Children's Center: 360-699-2244

415 W. 11th Street, Vancouver, WA 98666-0484

Alternative languages available: Russian and Spanish

Children's Home Society: 360-695-1325

309 W. 12th Street, Vancouver, WA 98666-0605

Columbia River Mental Health Services: 360-993-3000

6926 E. Fourth Plain Boulevard, Vancouver, WA 98661-7254

Alternative languages available: American Sign Language, Cambodian, Chinese, French, German, Korean, Laotian, Russian, Spanish, Tagalog, Taiwanese, Thai and Vietnamese

Family Solutions: 360-695-0115

1104 Main Street, Suite 500, Vancouver, WA 98660-2972

Alternative languages available: Spanish

Lifeline Connections: 360-397-8246

1601 E 4th Plain blvd., Vancouver, WA 98668-1678

Mental Health Northwest: 360-397-8484

1601 E 4th Plain Blvd, Vancouver, WA 98668-1845

Southwest Washington Medical Center: 360-696-5300

3400 Main Street, Vancouver, WA 98668-1600

Grays Harbor County Regional Support Network

Serving Grays Harbor County

2109 Sumner Avenue, Suite 203

Aberdeen, WA 98520-3699

Web: www.ghphss.org

Public Phone: 360-532-8665 x285 or Toll Free 1-800-464-7277

Ombuds Services: 1-877-788-1782

24-Hour Crisis Line: 1-800-685-6556

Authorized Community Mental Health Agencies

Behavioral Health Resources: 360-482-5358

575 E. Main Street, Suite C, Elma, WA 98541-9551

Alternative languages available: Spanish

Crisis Clinic: 360-532-4357

615 8th Street, Hoquiam, WA 98550

Evergreen Counseling Center: 360-532-8629

205 8th Street, Hoquiam, WA 98550-2507

Alternative languages available: Spanish

Greater Columbia Behavioral Health Regional Support Network

Serving Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Klickitat, Skamania, Walla Walla, Whitman and Yakima Counties and the Yakima Nation

101 N. Edison Street, Kennewick, WA 99336-1958

Web: <http://www.gcbh.org>

Public Phone: 509-735-8681 or Toll Free 1-800-795-9296

Ombuds Services: 1-800-257-0660 or 509-783-0500

24-Hour Crisis Lines:

Asotin: 888-475-5665

Benton-Franklin: 800-548-8761

Columbia: 866-382-1164

Garfield: 888-475-5665

Kittitas: 509-925-9861

Klickitat: 509-773-5801 or Toll Free 1-800-572-8122

Skamania: 509-427-3850

Toppenish: Toll Free 1-800-500-1344

Walla Walla: 509-522-4278

Whitman: 866-871-6385

Yakima: 509-575-4084 or Toll Free 1-800-572-8122

Yakima Children: 509-576-0934 or Toll Free 1-800-671-5437

Authorized Community Mental Health Agencies

Benton/Franklin Counties Crisis Response Unit: 509-783-0500

2635 W. Deschutes Avenue, Kennewick, WA 99336-3004

Alternative languages available: Spanish

Blue Mountain Counseling: 509-382-1164

221 E. Washington, Dayton, WA 99328

Catholic Family and Child Services: 509-965-7100

5301 Tieton Drive, Suite "C", Yakima, WA 98908-3478

Alternative languages available: Spanish

Central WA Comprehensive Mental Health – Yakima: 509-575-4084

402 S. Fourth Avenue, Yakima, WA 98907-0959

Alternative languages available: Spanish

Central WA Comprehensive Mental Health – Ellensburg: 509-925-9861

220 W. 4th Avenue, Ellensburg, WA 98926

Central WA Comprehensive Mental Health – Goldendale: 509-773-5801

112 W. Main Street, Goldendale, WA 98620

Central WA Comprehensive Mental Health – Sunnyside: 509-837-2089
1319 Saul Road S., Sunnyside, WA 98944

Central WA Comprehensive Mental Health – Toppenish: 509-865-5898
518 W 1st Ave, Toppenish, WA 98948

Central WA Comprehensive Mental Health – White Salmon: 509-493-3400
251 Rhine Village Drive, White Salmon, WA 98672

Garfield County Human Services: 509-843-3791
856 W. Main Street, Pomeroy, WA 99347

Lourdes Counseling Center: 509-943-9104
1175 Carondelet Drive, Richland, WA 99352-3396
Alternative languages available: Fijian, Hindi, Meman, Punjabi, Spanish and Urdu

Lutheran Community Services Northwest: 509-735-6446
3321 W. Kennewick Avenue, Suite 150, Kennewick, WA 99336-2959

Nueva Esperanza Community Counseling Center – La Clinica:
509-545-6506

720 W. Court Street, Suite 8, Pasco, WA 99301-4178
Alternative languages available: Spanish and Toisan

Palouse River Counseling Center: 509-334-1133
340 NE. Maple, Pullman, WA 99163

Rogers Counseling Center: 509-758-3341
900 7th Street, Clarkston, WA 99403-2058

Skamania County Counseling Center: 509-427-9488
Skamania County Health Services Center
683 SW Roack Creek Drive, Stevenson, WA 98648

Sunderland Family Treatment Services: 509-736-0704
8514 W. Gage Boulevard, Suite#301, Kennewick, WA 99336-8120

Walla Walla County Crisis Response Unit: 509-522-4278
310 W. Poplar, Walla Walla, WA 99362
Alternative languages available: Spanish

Yakima Valley Farmworkers Clinic Behavioral Health Services:
509-453-1344
918 E. Mead Avenue, Yakima, WA 98903-3720
Alternative languages available: Spanish

Yakima Valley Farm Workers Clinic Behavioral Health Services – Toppenish:

509-453-1344

221 E. Washington Avenue, Dayton, WA 99328

King County Regional Support Network

Serving King County

821 2nd Avenue, Suite 610

Seattle, WA 98104-1598

Web: <http://www.metrokc.gov/dchs/mhd/mhp/guide.htm>

Public Phone: 206-296-5213 or Toll Free 1-800-790-8049

Ombuds Services: 1-800-790-8049

24-Hour Crisis Line: 1-866-427-4747

Authorized Community Mental Health Agencies

Asian Counseling & Referral Services: 206-695-7600

720 8th Avenue S. Suite 200, Seattle, WA 98104-3034

Alternative languages available: Cambodian, Cantonese, French, H'mong, Ilocano, Japanese, Korean, Lao, Mandarin, Mien, Samoan, Tagalog, Thai, Taiwanese, Vietnamese and Visayan

Children's Hospital & Regional Medical Center Front Desk: 206-987-5572

4800 Sand Point Way NE, Seattle, WA 98105-0371 Intake (New Patients Only): 206-987-2760

Alternative languages available: ASL

Community House Mental Health: 206-322-2387

431 Boylston Avenue E., Seattle, WA 98102-4903

Alternative languages available: Spanish

Community Psychiatric Clinic: 206-461-3614

4319 Stone Way N., Seattle, WA 98103-7490

Alternative languages available: Chinese, French, German, Japanese, Spanish and Tagalog

Consejo Counseling & Referral Services: 206-461-4880

3808 S. Angeline Street, Seattle, WA 98118-1712

Alternative languages available: Spanish

Downtown Emergency Service Center: 206-464-1570

515 - 3rd Avenue, Seattle, WA 98104

Alternative languages available: Spanish

Evergreen Healthcare: 206-923-6300 or Toll Free 1-800-548-0558

2414 SW Andover Street D-120, Seattle, WA 98106

Harborview Mental Health Services: 206-744-9600

325 9th Avenue, BOX 359797, Seattle, WA 98104

Alternative languages available: French, Ilocano, Spanish and Tagalog

Highline/West Seattle Mental Health Center: 206-933-7000

2600 SW Holden St., Seattle, WA 98126-3505

Alternative languages available: Interpreters for any language available on request

Sea-Mar Community Health Center: 206-283-3300

10001 17th Place S., Seattle, WA 98168

Alternative languages available: Spanish

Seattle Children's Home: 206-298-9623

2142 10th Avenue W., Seattle, WA 98119-2899

Alternative languages available: ASL, Greek, Spanish and Vietnamese

Seattle Counseling Service for Sexual Minorities: 206-323-1768

1216 Pine St., Suite 300, Seattle, WA 98101

Seattle Mental Health: 206-302-2200

1600 E. Olive St., Seattle, WA 98122-2799

Branches also available in North Seattle, Bellevue, Redmond, Renton, Kent, Auburn and Snoqualmie

Alternative languages available: ASL, French, Gaelic, German, Hebrew, Hindi, Japanese, Mandarin, Russian, Spanish, Tagalog and Taiwanese

Therapeutic Health Service, Rainier Beach: 206-723-1980

5802 Rainier Avenue S., Seattle, WA 98118-2706

Alternative languages available: Amharic, Cambodian, French, Japanese, Luthya & Swahili

Valley Cities Counseling & Consultation: 253-939-4055

2704 "I" Street NE, Auburn, WA 98002-2498

Alternative languages available: Czech, French, German, Punjabi, Russian and Spanish

Valley Cities Counseling & Consultation – Federal Way: 253-661-6634

33301 1st Way South, Federal Way, WA 98003-6252

Valley Cities Counseling & Consultation – Kent: 253-520-9350

325 W Gowe St., Kent, WA 98032-5892

YMCA Mental Health Services: 206-382-5340

909 Fourth Avenue, Seattle, WA 98104

North Central Washington Regional Support Network

Serving Adams, Grant, Okanogan, Ferry, Lincoln, Pend Oreille and Stevens Counties

119 Basin Street SW

Ephrata, WA 98823

Public Phone: 509-754-6577 or Toll Free 1-800-251-5350

Ombuds Services: 1-800-346-4529

24-Hour Crisis Lines:

Adams (collect): Othello 509-488-5611 or Ritzville 509-659-HELP

Grant (collect): 509-765-1717 or 1-877-467-4303

Lincoln: 1-800-767-6081

Okanogan: 1-866-826-6191

Pend Oreille: 1-866-847-8540

Stevens: 1-888-380-6823

Ferry: 1-866-268-5105

Authorized Community Mental Health Agencies

Community Counseling Services of Adams County: 509-488-5611

425 East Main, Suite 600, Othello, WA 99344-1003

Alternative languages available: Spanish

Community Counseling Services of Adams County – Ritzville: 509-659-4357

120 W. Main, Ritzville, WA 99169

Ferry County Community Services: 509-775-3341

42 Klondike Road, Republic, WA 99166-9701

Grant Mental Healthcare: 509-765-9239

840 East Plum Street, Moses Lake, WA 98837-0160

Alternative languages available: Spanish

Grant Mental Healthcare – Grand Coulee: 509-633-1471

322 Fortuyn Road, Grand Coulee, WA 99133

Grant Mental Healthcare – Quincy: 509-787-4466

203 South Central Avenue, Quincy, WA 98848

Okanogan Behavioral Healthcare and Medical Clinic, Inc.: 509-826-6191

1007 Koala Drive, Omak, WA 98841-3208

Alternative languages available: Spanish

Pend Oreille County Counseling Services: 509-447-5651

105 South Garden Avenue, Newport, WA 99156

Stevens County Counseling Services: 509-684-4597 or 888-380-6823

165 E. Hawthorne Avenue, Colville, WA 99114-2629

Davenport: 509-725-3001 or Toll Free 800-701-3001

1211 Merriam, Davenport, WA 99122

Chewelah: 509-935-4808

Municipal Bldg., E. Clay & 2nd, Room 201, Chewelah, WA 99109

Nine Mile Falls: 509-262-0396

6176-B, Highway 291, Suite 203, Nine Mile Falls, WA 99026

North Sound Mental Health Administration Regional Support Network

Serving Island, San Juan, Skagit, Snohomish and Whatcom Counties.

117 N. 1st Street, Suite 8

Mount Vernon, WA 98273-2858

Web: <http://www.nsrns.org>

Public Phone: 360-416-7013 or Toll Free 1-800-684-3555

Ombuds Services: 1-888-336-6164

24-Hour Crisis Line: 1-800-584-3578

Regional Access System for Outpatient Services for North Sound Region:

1-888-693-7200

Authorized Community Mental Health Agencies

Bridgeways: 425-513-8213

1220 75th Street SW, Everett, WA 98203

Catholic Community Services – Skagit County: 360-416-7546

320 Pacific Place, Mount Vernon, WA 98273

Catholic Community Services – Whatcom County: 360-676-2164

1133 Railroad Avenue, Bellingham, WA 98225

Compass Health – Snohomish County: 1-800-457-9303

4526 Federal Avenue, Everett, WA 98203-8810

Alternative languages available: American Sign Language, Arabic, Bosnian, Cambodian, Cantonese, Farsi, French, Japanese, Korean, Mandarin, Romanian, Russian, Spanish, Tagalog, and Ukranian

Compass Health – Island County: 360-678-5555

105 NW First St. Coupeville, WA 98239

Alternative Languages Available: Spanish

Compass Health – San Juan County: 360-378-2669

520 Spring St., Friday Harbor, WA 98250

Alternative Languages Available: Spanish

Compass Health – Skagit County: 360-419-3500

1100 South 2nd Street, Mount Vernon, WA 98273

Alternative Languages Available: Spanish

Lake Whatcom Residential and Treatment Center: 360-676-6000

609 A North Shore Drive, Bellingham, WA 98226-4414

Sea Mar Counseling and Social Services Bellingham: 360-734-5458

4455 Cordata Pkwy, Bellingham, WA 98226-8037

Everett: 425-347-5415

Alternative languages available: French and Spanish

Mount Vernon: 360-428-8912

Volunteers of America: 425-259-3191

2802 Broadway, Everett, WA 98201

Whatcom Counseling & Psychiatric Clinic: 360-676-2220 or 1-888-311-0120

3645 E. McLeod Road, Bellingham, WA 98226-8799

Peninsula Regional Support Network

Serving Clallam, Jefferson and Kitsap Counties

614 Division Street, MS 23

Port Orchard, WA 98366-4676

Public Phone: 360-337-4886 or Toll Free 1-800-525-5637

Ombuds Services: 1-888-377-8174

24-Hour Crisis Lines:

Jefferson County: 360-479-3033 or Toll Free 1-800-843-4793

East Jefferson County: 360-385-0321 or Toll Free 1-800-659-0321

East Clallam County: 360-452-4500

Kitsap County: Toll Free 1-800-843-4793 or 360-405-4010

West Jefferson and West Clallam County: 360-374-5011

(Non-Business hours): 360-374-6271

Authorized Community Mental Health Agencies

Jefferson Mental Health Services: 360-385-0321

884 West Park Avenue, Port Townsend, WA 98368-0565

Kitsap Mental Health Services: 360-405-4010

5455 Almira Drive, Bremerton, WA 98311-8331

Alternative languages available: Japanese, Spanish and Tagalog

Peninsula Community Mental Health Center: 360-457-0431

118 East 8th Street, Port Angeles, WA 98362-6129

West End Outreach Services: 360-374-5011

530 Bogachiel Way, Forks, WA 98331-9120

Alternative languages available: Spanish

Pierce County Regional Support Network

Serving Pierce County

3580 Pacific Avenue

Tacoma, WA 98418-7915

Public Phone: 253-798-7202 or Toll Free 1-800-531-0508

Ombuds Services: 1-800-531-0508

24-Hour Crisis Line: 1-800-576-7764

Web: <http://www.co.pierce.wa.us/pc/services/health/mental/services.htm>

Authorized Community Mental Health Agencies

Mobile Outreach Crisis Services: 253-798-2709 or 253-798-4333

Crisis Triage: 253-798-4357

3580 Pacific Avenue, Tacoma, WA 98418-7915

Crisis Intervention Teams Tacoma/Peninsula Area: 253-396-5089

Lakewood/Southwest Pierce County Area: 253-584-8933

Puyallup/East Pierce County Area: 253-445-8125 or 1-888-445-8125

Asian Counseling Services: 253-697-8650

4301 South Pine Street, Suite 456, Tacoma, WA 98409

Alternative languages available: Many Asian Languages spoken

Catholic Community Services:

Family Preservation Services: 253-759-9544

5410 N. 44th Street, Tacoma, WA 98407-3799

Counseling: 253-502-2696

1323 S. Yakima St., Tacoma, WA 98407

Alternative languages available: American Sign Language, Cambodian, Chamorro, Dagaari, French, German, Korean, Nigerian, Norwegian, Romanian, Shona, Spanish, Swedish, and Tagalog

Comprehensive Mental Health: (Tacoma/Peninsula Area)

514 S. 13th Street, Tacoma, WA 98402

(Adults/Older Adults) 253-396-5000

1201 S. Proctor Street, Suite 1, Tacoma, WA 98405-2095

(Children/Families) 253-396-5800

Alternative languages available: American Sign Language, Cantonese, Farsi, German, Hindi, Italian, Mandarin, Palauan, Punjabi, Russian, Samoan, Spanish, Swahili, Tagalog, Ukrainian and Vietnamese

Good Samaritan Community Health Services:

(Puyallup/East Pierce County) 253-445-8120

325 E. Pioneer, Puyallup, WA 98372-3265

Alternative languages available: American Sign Language, Cambodian, French, German, Korean, Mandarin, Samoan, Spanish, Taiwanese, Thai, and Vietnamese

Greater Lakes Mental Healthcare: (Lakewood/Southwest Pierce County)

253-581-7020

9330 59th Avenue SW, Lakewood, WA 98499-6600

Alternative languages available: American Sign Language, Arabic, German, Korean, Spanish and Tagalog

Kwawachee Counseling Center of the Puyallup Tribal Health Authority:

253-593-0247

2209 E. 32nd Street, Tacoma, WA 98404-4997

Pierce County Residential Treatment Facility:

3580 Pacific Avenue, Tacoma, WA 98418-7915

Evaluation & Treatment: 253-798-4443

Crisis Triage: 253-798-4357

Detox: 253-798-4430

Sea Mar Counseling and Social Services: 253-396-1634

1112 S. Cushman Avenue, Tacoma, WA 98405-3631

Alternative languages available: Spanish

Southwest Regional Support Network

Serving Cowlitz County

1952 9th Avenue

Longview, WA 98632-4045

Web: <http://www.cowlitzcounty.org/humanservices/swrsn.htm>

Public Phone: 1-360-501-1201 or Toll Free 1-800-347-6092

Ombuds Services: 360-414-0237

Crisis Line: 360-425-6064

24-Hour Crisis Line: 1-800-803-8833

Authorized Community Mental Health Agencies

Center for Behavioral Solutions: 360-414-2280

600 Broadway, Longview, WA 98632-3256

Alternative languages available: Spanish

Lower Columbia Mental Health Center: 360-423-0203

921 14th Avenue, Longview, WA 98632-2316

Alternative languages available: Filipino, German, Russian and Spanish

Youth and Family Link: 360-423-6741

907 Douglas, Longview, WA 98632

Spokane County Regional Support Network

Serving Spokane County

312 West 8th Avenue, 3rd Floor

Spokane, WA 99204-2506

Web: <http://www.spokanecounty.org/mentalhealth>

Public Phone: 509-477-5722 or Toll Free 1-800-273-5864

Ombuds Services: 1-866-624-1740

24-Hour Crisis Line: 1-877-678-4428 or 509-838-5864

Authorized Community Mental Health Agencies

Catholic Charities Counseling Program: 509-242-2308

1212 West Sharp Avenue, Suite 3, Spokane, WA 99210

Children's Home Society Washington: 509-747-4174

2323 N. Discovery Place, Spokane Valley, WA 99216

Alternative Languages Available: Spanish

Family Service Spokane: 509-838-4128

7 South Howard Street, Suite 321, Spokane, WA 99201

Hope Partners/REM Associates: 509-835-3599

1117 West First Avenue, Spokane, WA 99201

Alternative Languages Available: Spanish

Lutheran Community Services: Northwest 509-747-8224

210 West Sprague Avenue, Spokane, WA 99201

Partners with Families and Children – Spokane: 509-473-4810

612 South Washington Street, Spokane, WA 99204

Passages Family Support Program/Volunteers of America: 509-892-9241

525 West Second Avenue, Spokane, WA 99201

Spokane County Supportive Living Program: 509-477-4388

1725 North Ash Street, Spokane, WA 99205

Alternative languages available: Spanish

Spokane Mental Health: 509-838-4651

107 South Division Street, Spokane, WA 99202

Alternative languages available: American Sign Language, German, Tagalog, and Spanish

The N.A.T.I.V.E. Project: 509-325-5502

1803 W. Maxwell Avenue, Spokane, WA 99201

Thurston-Mason Regional Support Network

Serving Mason and Thurston Counties

Web: <http://www.co.thurston.wa.us/health/ssrsn>

412 Lilly Road NE

Olympia, WA 98507

Public Phone: 360-786-5585 or Toll Free 1-800-624-1234 ext. 5585

TDD: 360-786-5601

Ombuds Services: 1-888-855-7197

Mobile Outreach Services: 1-800-270-0041 or 360-754-1338

24-Hour Crisis Line: 1-800-627-2211 or 360-586-2800

Authorized Community Mental Health Agencies

Behavioral Health Resources

3857 Martin Way East

Olympia, WA 98506

360-704-7170 or 1-800-825-4820

Alternative Languages Available: ASL, Cantonese, French, German, Spanish, Vietnamese

Behavioral Health Resources – Tumwater

3640 Capitol Way SE

Tumwater WA 98501

Behavioral Health Resources – Lacey

4422 Sixth Avenue SE

Lacey WA 98503

Behavioral Health Resources – Shelton

110 W “K”

Shelton WA 98584

360-426-1696

Providence St. Peter Hospital Outpatient Services (Older Adult)

413 Lilly Rd NE

Olympia, WA 98506

360-493-7060

Evaluation & Treatment Facility

3436 Mary Elder Rd NE
Olympia, WA 98506
360-528-2590 or 1-800-270-0041

Sea Mar Community Health Center

409 Custer Way, Suite D
Tumwater, WA 98501
360-570-8258

Timberlands Regional Support Network

Serving Lewis, Pacific and Wahkiakum Counties
PO Box 217
Cathlamet, WA 98612-0217
Public Phone: 360-795-3118 or Toll Free 1-800-392-6298
Ombuds Services: 1-888-662-8776

24-Hour Crisis Lines:

Lewis County: 1-800-559-6696
Pacific County: 1-800-884-2298
Wahkiakum County: 1-800-635-5989

Authorized Community Mental Health Agencies

Cascade Mental Health Care: 360-748-6696 or Toll Free 1-800-559-6696
135 W. Main, Chehalis, WA 98532-0378
2428 Reynolds Avenues, Centralia, WA 98531
Phone: 360-330-9044 or 1-800-559-6696 (Child & Adolescent Program)

Wahkiakum County Mental Health Services:

Phone: 360-795-8630 or Toll Free 1-800-635-5989
42 Elochoman Valley Road
Cathlamet, WA 98612-9602

Willapa CC Raymond Office:

1107 North Pacific Hwy, Long Beach, WA 98631
Phone: 360-642-3787 or Toll Free 1-800-884-2298
300 Ocean Avenue
Raymond, WA 98577-0065
Phone: 360-875-9426
Fax: 360-942-5312 or 1-800-884-2298



HRSA Health & Recovery
Services Administration

DSHS 22-661 (Rev. 8/06)